

Major Program Evaluations Covering FYs 2003-2004

GOAL	EVALUATION	DESCRIPTION	COMPLETION DATE
SERVICE	Service Satisfaction Survey	Survey overall public satisfaction with service	Annually in September
	Service Expectation Survey	Assesses the needs, expectations and priorities of each major SSA client group	Annually
	Internet Services Satisfaction Surveys	Survey satisfaction related to new or expanded Internet services made available to the public in FY 2003 or for other issues related to Internet service delivery	Date, subject, scope and methodology to be determined based on Agency information needs
	Targeted Notice Surveys	Provides baseline information regarding (a) SSA's most problematic Title II notices and (b) SSI Award notices	Completed in FY 2003
	Employer Survey	Survey employer satisfaction with SSA's service	Annually in April
	State Partnership Evaluations	Evaluates the effects of demonstration projects to assist states in developing integrated employment services for disabled beneficiaries	Annually in September
	Congressional Report on Adequacy of Incentives under the Ticket-to-Work Program	Evaluates the extent to which payments to Employment Networks under the Ticket-to-Work program provide sufficient incentives to ensure that beneficiaries with high-cost needs receive adequate services.	FY 2004
STEWARDSHIP	CDR Report to Congress	Report on SSA's progress in meeting CDR requirements under law and assesses effectiveness of CDRs	FY 2003
	Safeguard Procedures Report/Activity Report	Reports to IRS on security procedures in place for each SSA system using or storing IRS data	Annually
	GISRA Report to OMB	Reports the status of SSA's information security program	Annually
	RSDI Stewardship Review	Reviews dollar accuracy of payment outlays	Annually
	SSI Stewardship Review	Reviews dollar accuracy of payment outlays	Annually
	Enumeration Review	Reviews enumeration process to determine the quality of SSN issuance	Annually
SOLVENCY	Public Understanding Measurement System Survey	Surveys adults age 18 and over to assess their knowledge of Social Security programs and related issues – National	Annually
	Trustees Report	Board of Trustees Report on the OASDI/HI/SMI Trust Funds	Annually in April
	Evaluation of Changing Benefit Structures	Evaluates the distributional impact of changing OASDI and SSI benefits	Ongoing

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STAFF	New Hire Study	Evaluate why job candidates select SSA, and why they choose to stay or to leave early in their careers	FY 2003
	Competency-Based Hiring	Evaluate use of a claims representative assessment tool in the hiring process with a pilot to run through September 2003 and an evaluation in January 2004	FY 2004